TANGIBLE RESULT #8

Be a Good Neighbor

As the owner of statewide transportation facilities, MDOT must work with our neighbors to find solutions that work for our customers and are sensitive to our neighbors.

RESULT DRIVER:
Simon Taylor
Maryland Aviation Administration (MAA)

TANGIBLE RESULT DRIVER:
Simon Taylor
Maryland Aviation Administration (MAA)

PERFORMANCE MEASURE DRIVER:
Anthony Crawford
State Highway Administration (SHA)

Timothy Cooke
Maryland Transportation Authority (MDTA)

PURPOSE OF MEASURE:
To ensure that MDOT maintains attractive and clean facilities with amenities benefiting their neighbors.

FREQUENCY:
Annually (April)

DATA COLLECTION METHODOLOGY:
This will be assessed through an internal assessment and satisfaction survey developed by staff with neighbor input including cleanliness, appearance, operations, access, and safety at all facilities.

NATIONAL BENCHMARK:
N/A

PERFORMANCE MEASURE 8.1
Percent of MDOT Facilities that Meet or Exceed Our Neighbors' Expectations

Attractive, efficient, and safe operations of MDOT facilities directly affect the surrounding neighbors and communities. MDOT values the relationships we have with neighbors and is committed to ensure the Department meets or exceed their expectations through an internal self-assessment and neighbor satisfaction survey. MDOT will be one of the first to engage our neighbors through staff outreach to better understand what impact facilities have on communities and how the Department can be a better neighbor.

The internal assessments of 58 primary MDOT operating facilities were completed between October and December of 2016. The facilities' overall appearance and cleanliness were rated on a scale of 0-Very Poor to 5-Very Good. MDOT's overall facilities internal assessment ranged from 3.9 to 4.7, resulting in an average of 4.3 (Good-Very Good). Areas in need of improvement include grounds maintenance, material stockpiles, and equipment storage. The neighbor satisfaction surveys are ongoing with a completion date in May of 2017. The surveys are being conducted using mailings, social media, and in-person visits.

The assessment and survey data will measure neighbor expectations, identify areas of improvement, and foster a relationship that will ensure MDOT meets or exceeds neighbors' expectations. The results will be presented in July.

In addition to the improvement plans, the TBUs are implementing strategies to establish relationships and engage surrounding communities to ensure neighbors concerns are addressed.

Examples include:
- Increase community outreach and engagement by:
  - o hosting open house events
  - o attending community association meetings
- developing a program to track and address neighbor concerns

PERFORMANCE MEASURE 8.1
Percent of MDOT Facilities that Meet or Exceed Our Neighbors' Expectations

Table 8.1.1: MDOT Facility Self-Assessment 2016

TBU	Number of Facilities Assessed	Average Rating (Out of 5)	% Based on Points
TSO	1	4.7	94%
SHA	26	4.3	86%
MDTA	7	4.4	88%
MTA	6	4.4	79%
MVA	14	3.9	89%
MAA	2	4.4	81%
MPA	2	4.1	80%
MDOT-Wide	**58**	**4.3**	**85%**

TANGIBLE RESULT DRIVER:
Simon Taylor
Maryland Aviation Administration (MAA)

PERFORMANCE MEASURE DRIVER:
Michael Phennicie
Maryland Aviation Administration (MAA)

Jill Lemke
Maryland Port Administration (MPA)

PURPOSE OF MEASURE:
To expand and strengthen community outreach programs to continuously improve relationships with neighbors.

FREQUENCY:
Quarterly & Annually

DATA COLLECTION METHODOLOGY:
Data on the number of outreach activities is tallied and reported by each business unit on a quarterly basis. A team of data drivers from each unit meets with the PM Driver to review the submitted data and discuss types of activities and lessons learned.

Satisfaction surveys are tallied and overall results reported annually.

NATIONAL BENCHMARK:
N/A

PERFORMANCE MEASURE 8.2A AND B
Educational/ Civic Outreach Efforts with Our Neighbors: Number of activities and Satisfaction with Educational/Civic Outreach Efforts

Being a good neighbor requires opportunities for shared experiences and face-to-face interactions. Community outreach programs can vary greatly in topic, size, and scope, particularly across the various MDOT business units. These diverse activities establish good relationships, the sharing of information, and ultimately spread good will throughout the community.

By documenting the number, scope, and level of satisfaction with these activities, and sharing experiences with one another, each transportation business unit can expand and enhance its community outreach efforts while maintaining and strengthening relationships with those Marylanders who live adjacent to MDOT's various transportation facilities.

When the measure was introduced, no data existed. After a year, MDOT reached an important milestone for this performance measure, and now have a years' worth of data to establish a baseline for the measure. Through the implementation of a satisfaction survey MDOT can determine which outreach efforts are best received by our neighbors.

MDOT is identifying areas for improvement, and working with each business unit to encourage more effective outreach program development. Outreach information is being shared between business units, including examples of successful outreach opportunities that can be replicated.
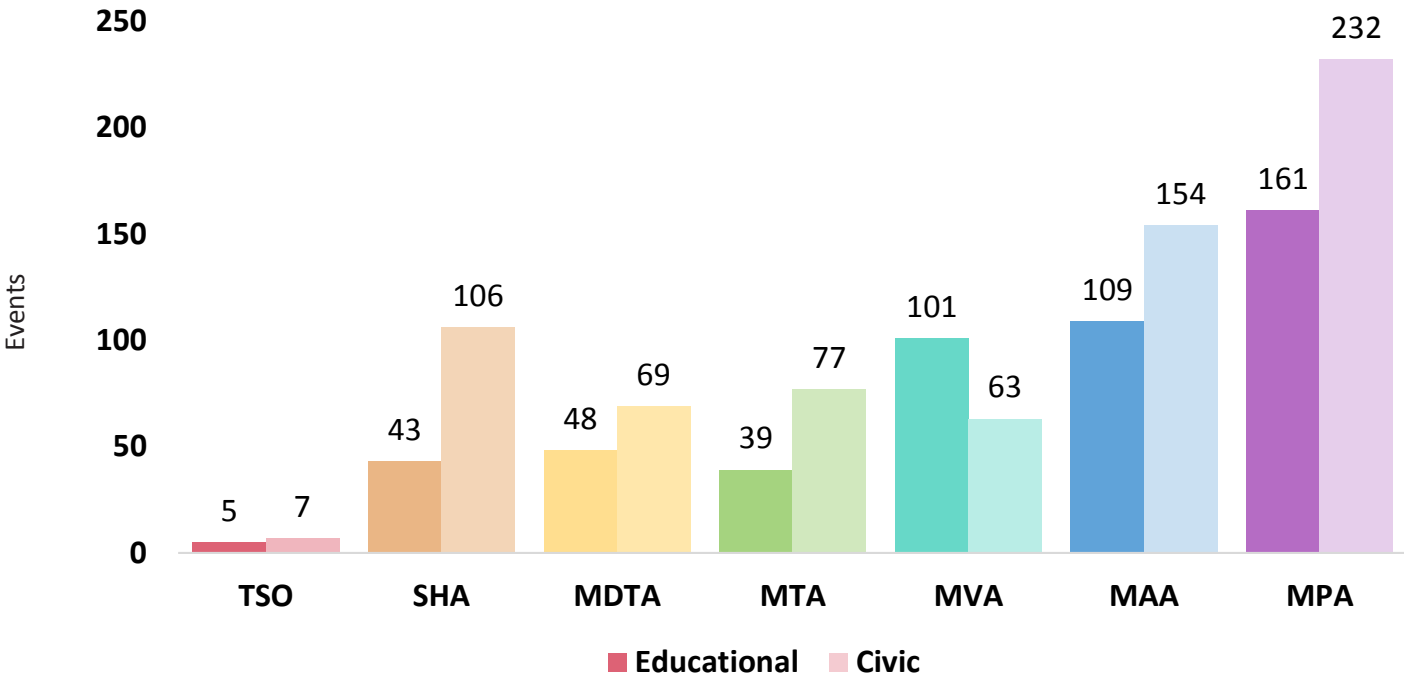
PERFORMANCE MEASURE 8.2A AND B

Educational/ Civic Outreach Efforts with Our Neighbors: Number of activities and Satisfaction with Educational/Civic Outreach Efforts

Chart 8.2A.1: Educational and Civic Outreach Events by TBU Q4 2016
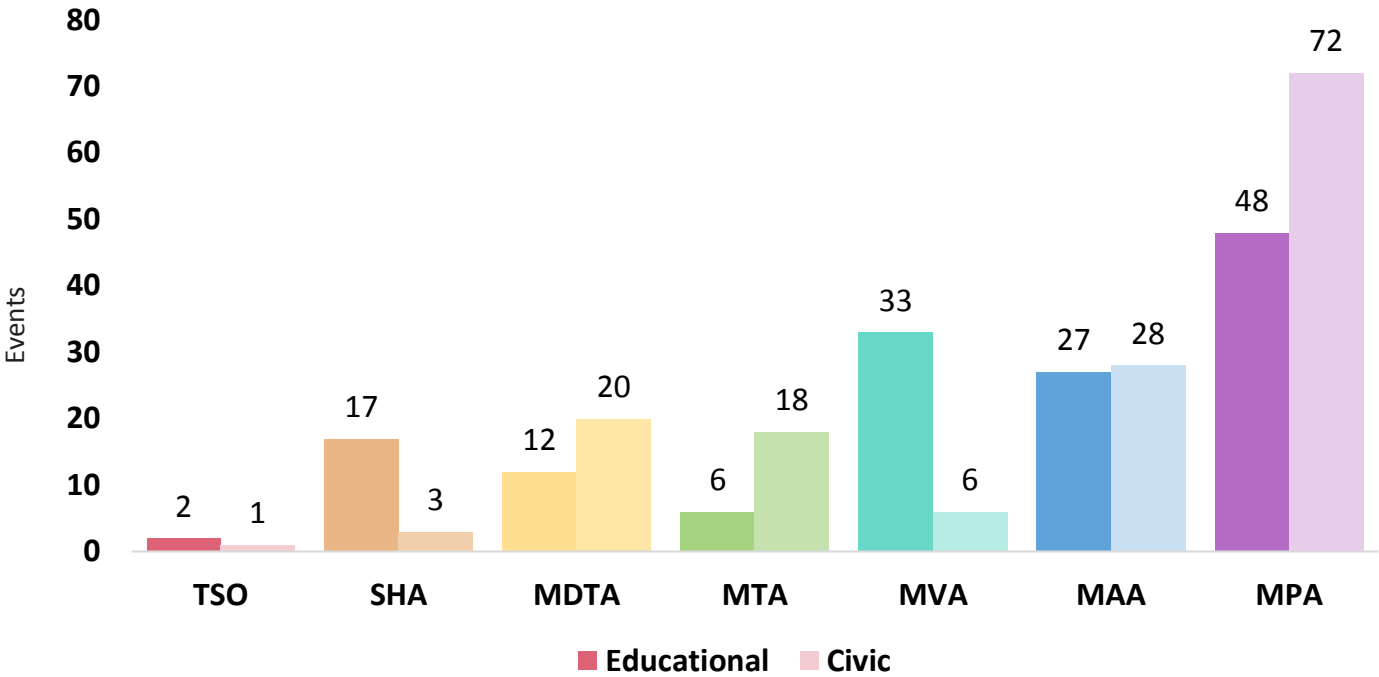
PERFORMANCE MEASURE 8.2A AND B

Educational/ Civic Outreach Efforts with Our Neighbors: Number of activities and Satisfaction with Educational/Civic Outreach Efforts

Chart 8.2A.2: Educational and Civic Outreach Events by TBU 2016

PERFORMANCE MEASURE 8.2A AND B
Educational/ Civic Outreach Efforts with Our Neighbors: Number of activities and Satisfaction with Educational/Civic Outreach Efforts

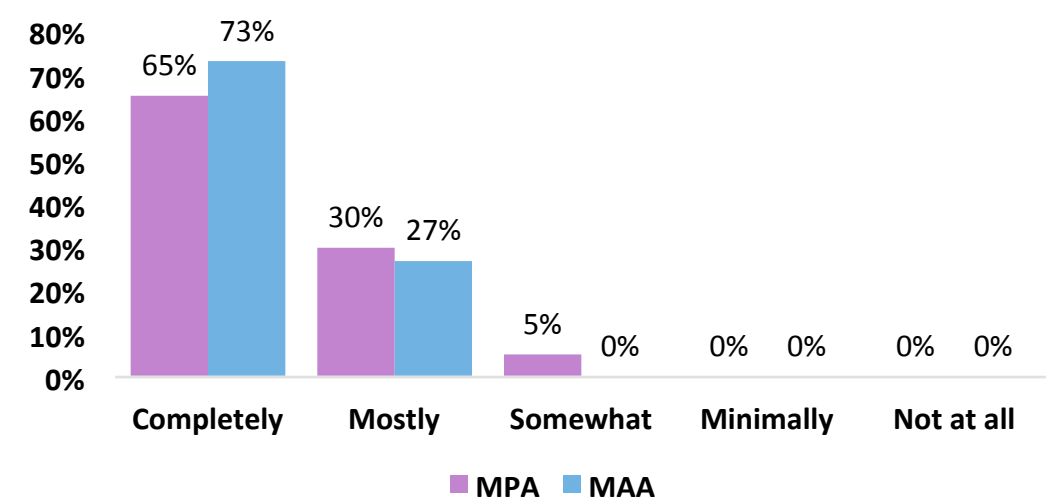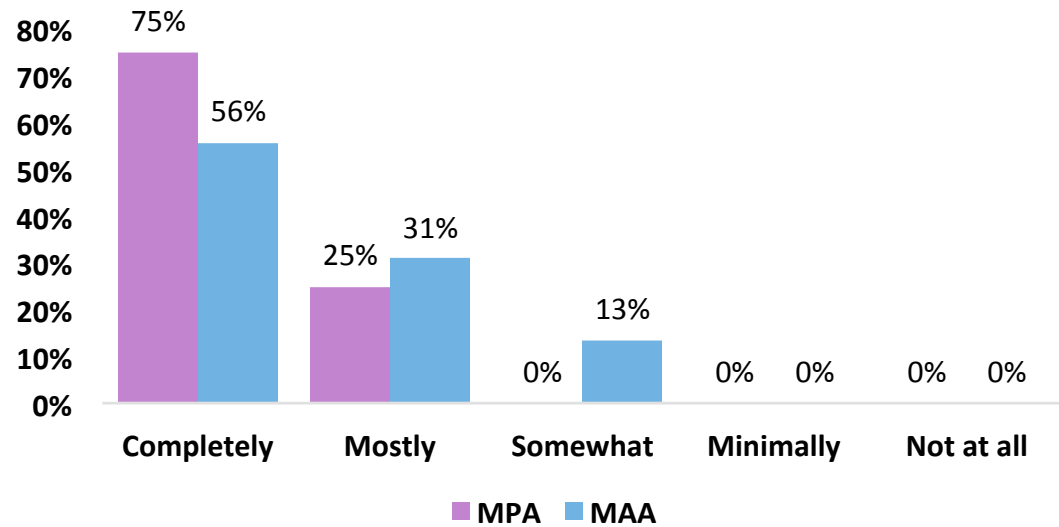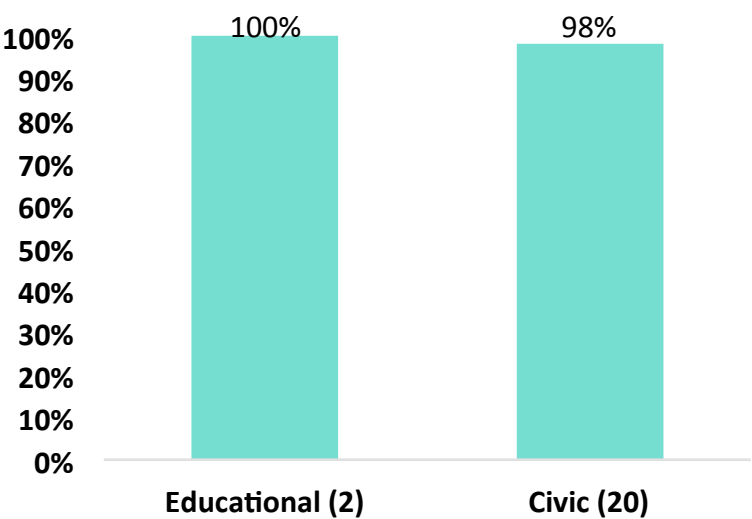**Chart 8.2B.1: How useful was the information presented in 2016?**

Chart 8.2B.2: How satisfied were you with the event or presentation in 2016?

PERFORMANCE MEASURE 8.2A AND B
Educational/ Civic Outreach Efforts with Our Neighbors: Number of activities and Satisfaction with Educational/Civic Outreach Efforts

Chart 8.2B.3: MVA Overall Satisfaction (by Event Type) in 2016

Simon Taylor
Maryland Aviation Administration (MAA)

PERFORMANCE MEASURE DRIVER:
Jim Hoover
Maryland Transit Administration (MTA)

Terri Whitehead
Maryland Vehicle Administration (MVA)

PURPOSE OF MEASURE:
To assess the percent of facilities that meet or exceed ADA accessibility mandates and to ensure everyone access to facilities.

FREQUENCY:
Annually (in April)

DATA COLLECTION METHODOLOGY:
Data on the number of owned and occupied facilities along with the number of facilities that are ADA compliant are tallied and reported by each business unit on an annual basis.

NATIONAL BENCHMARK:
N/A

PERFORMANCE MEASURE 8.3
Percent of MDOT Facilities that are ADA Compliant

Compiling and charting data for seven (7) TBUs on the percent of their Administrative Buildings that are owned and occupied daily that meet or exceed ADA mandates is essential to MDOT's customers and more importantly to MDOT's neighbors to ensure everyone can visit MDOT Administrative Buildings. Data collected will help to inform each Business Unit across MDOT on how and where to focus their resources to meet ADA compliancy and make our Administrative Buildings more accommodating to all our customers and neighbors who visit our Buildings.

Percent of owned and occupied Administrative Buildings that are ADA Compliant:

Each Tangible Business Unit rated individually:

1. TSO -   01 owned and occupied; 01 compliant = (100%)
2. SHA -   33 owned and occupied; 33 compliant = (100%)
3. MDTA - 12 owned and occupied; 12 compliant = (100%)
4. MTA -   16 owned and occupied; 16 compliant = (100%)
5. MVA -   33 owned and occupied; 33 compliant = (100%)
6. MAA -   61 owned and occupied; 61 compliant = (100%)
7. MPA -   05 owned and occupied; 03 compliant = (60%)
8. MDOT WIDE – 161 owned and occupied; 159 compliant = (99%)

MDOT owned properties include several different elements that meet or exceed the ADA requirements. Our report is related to Administrative Buildings only, that are owned and occupied daily.

PERFORMANCE MEASURE 8.3
Percent of MDOT Facilities that are ADA Compliant

• MDOT owned properties include several different elements that meet or exceed ADA requirements.

• 2nd Annual report is related to Administrative Buildings that are owned and occupied daily. Rental properties, warehouses, mechanical shops, park and rides, and salt structures are not reported on in this report.

• MDOT WIDE – 161 Administrative Buildings are Owned and Occupied. 159 Administrative Buildings are ADA Compliant. Compliant Rating MDOT WIDE is 99%.

• SHA, MVA, and MdTA has reported progress and Changes for 2017. Data collected in from July 2016 to present has improved. Several meetings with individual TBU's were conducted throughout the year with Data Drivers to get a better understanding of the performance measure. Increases in percentages from individual TBU's is a direct result of a better understanding of ADA Compliancy and how it relates to our performance measure.

• Remaining 1% non-compliant is identifying a team of key subject matter experts and a leader to develop a strategic action plan. Data on results, trends, and challenges are being collected now.

Chart 8.3.1: Percent of Administrative Buildings that are ADA Compliant by TBU 2016-2017